

OFFICE OF THE OMBUDSMAN FOR THE INSTITUTIONALIZED ELDERLY



NJ Office of the Ombudsman for the Institutionalized Elderly

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'2012

Volunteer Advocate Satisfaction Survey

Office of the Ombudsman for the Institutionalized Elderly

VOLUNTEER ADVOCATE SATISFACTION SURVEY

BACKGROUND & METHODOLOGY

In October 2012, OOIE (Office of the Ombudsman for the Institutionalized Elderly) initiated a comprehensive satisfaction study among its approximately 200 Volunteer Advocates. The survey was developed by OOIE staff with input from the Regional Volunteer Coordinators. Communications were put forth in advance of survey distribution to notify the volunteers of the upcoming survey and to encourage their participation. The surveys were mailed to all volunteers along with a pre-addressed, postage-paid return envelope. The survey was anonymous in nature and all results were analyzed by an independent research firm. In total, 101 surveys were returned, yielding a response rate of approximately 50%.

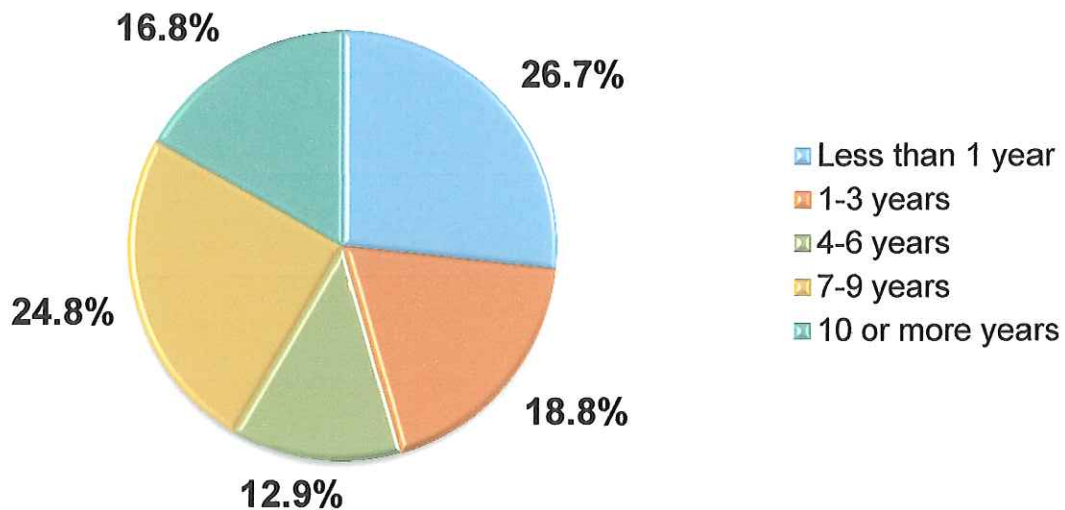
SUMMARY OF RESULTS

The results below summarize the key findings from the Volunteer Advocate survey. The quantitative results are reported as both averages and percentages. The verbatim comments to the open-ended comment fields are reported in Appendix A.

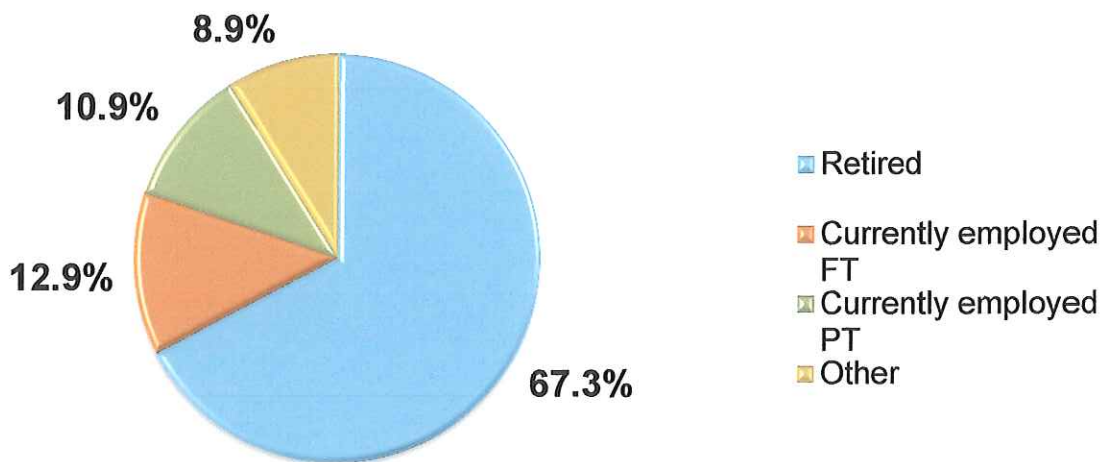
Respondent Demographics

The Volunteer Advocates were asked several demographic questions such as the county they reside in and the length of their volunteerism with OOIE. The results are detailed below.

How long have you been a Volunteer Advocate for OOIE?



Which of the following best describes your employment status?



In what New Jersey County do you reside?

County	% of Respondents
Bergen	14.9
Burlington	5.0
Camden	4.0
Cape May	1.0
Central*	1.0
Cumberland	1.0
Essex	12.9
Gloucester	2.0
Hudson	4.0
Hunterdon	1.0
Middlesex	11.9
Monmouth	5.9
Morris	9.9
Ocean	4.0
Passaic	9.9
Somerset	1.0
Sussex	1.0
Union	8.9
Warren	1.0

**Response written on the survey; no specific county provided*

Training & Professional Development

The initial section of the survey gathered feedback on the support given to the Volunteer Advocates in the form of orientation for new volunteers, ongoing training opportunities and preferences for future training and development programs. The table below details the results given to a series of six statements. The volunteers were asked to respond on a scale of 1 through 5 (1=strongly disagree; 5=strongly agree). The number of survey respondents for each question is also included.

Survey Item	Average Rating	Number of respondents
The orientation for new volunteer advocates is adequate.	4.28	93
There is a sufficient number of ongoing training opportunities for the volunteer advocates.	4.10	91
The scheduling of training and development programs is appropriate (days of week, hours).	4.20	94
The training topics are interesting and relevant.	4.25	93
The training that was held on May 23, 2012 was worthwhile.	4.09	58
I would participate if trainings were offered via webinars or other web-based formats.	3.02	89

With the exception of the interest in webinar-based trainings, the Volunteer Advocates largely agreed with the quality of the trainings. The advocates are divided as to their interest in webinars or other web-based

trainings. Just as many volunteers responded “strongly agree” (25.8%) to the webinar question as responded “strongly disagree” (27%). The highest ratings in this section were for the new volunteer training and the training topics. As shown in the table below, the ratings for new volunteer training were high across all lengths of service.

How long have you been a volunteer advocate?	Average Orientation Rating
Less than one year	4.26
1–3 years	4.11
4–6 years	4.08
7–9 years	4.55
10 or more years	4.36

Communication & Support

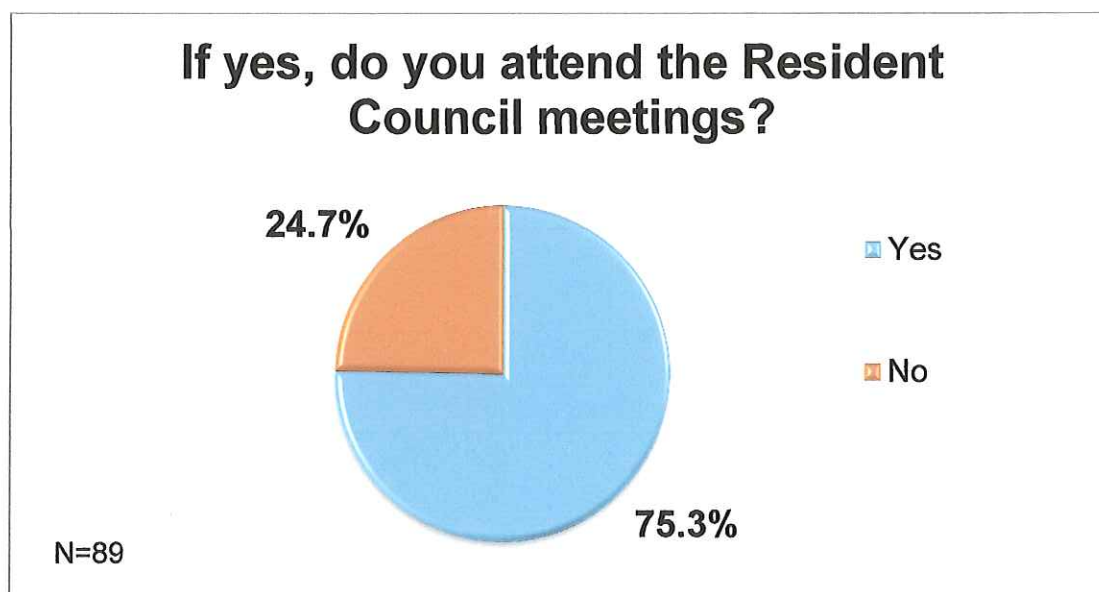
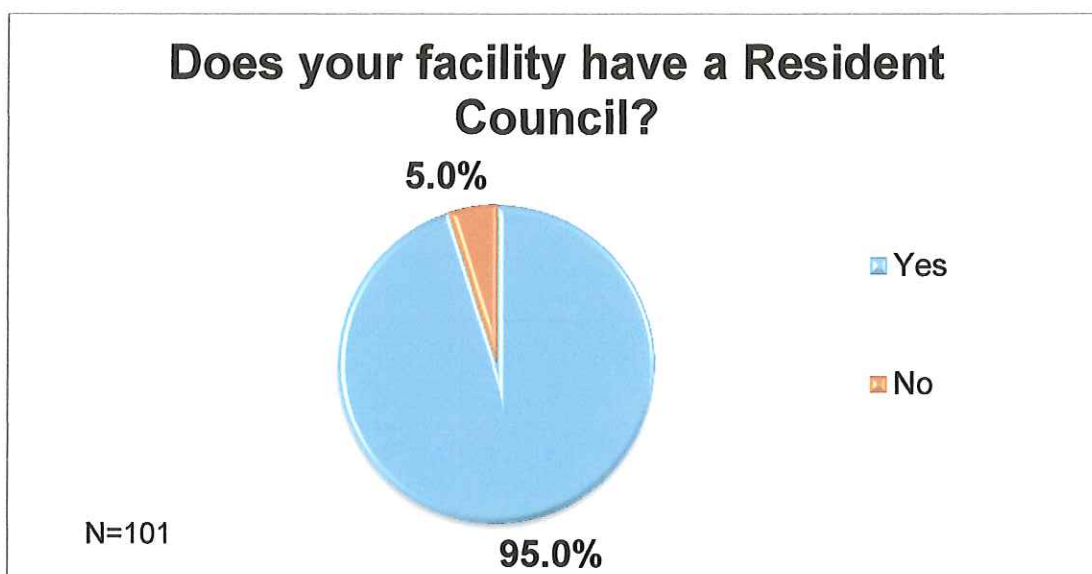
A total of nine questions were included to evaluate the communication and support between the volunteers and the OOIE staff. Similar to the previous section, the volunteers were asked to respond on a 1–5 Likert scale. The table below details the average ratings for each of the nine survey items. The average ratings range from a low of 3.91 for clarity of their role within the facilities to a high of 4.59 for support received from the regional coordinator. It should also be noted that the support from the legal team rated the second lowest at 3.94 and was only answered by

65 individuals. This suggests a potential lack of interaction and/or awareness of the legal team.

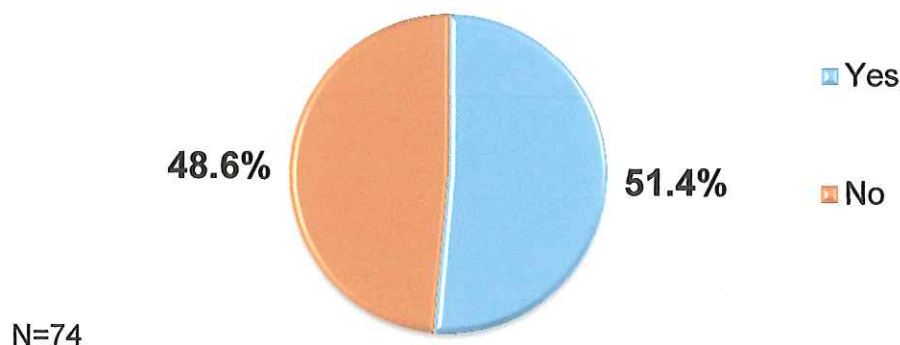
Survey Item	Average Rating	Number of respondents
I feel that the volunteer advocates get the support they need from the regional coordinator.	4.59	97
I feel that the volunteer advocates get the support they need from the state volunteer coordinator in Trenton.	4.07	88
I feel that the volunteer advocates get the support they need from the State Ombudsman in Trenton.	4.07	87
I feel that the volunteer advocates get the support they need from the legal team in Trenton.	3.94	65
I feel that the volunteer advocates get the support they need the investigative team.	3.96	80
When I have questions, I feel like I have someone I can go to OOIE for an answer.	4.43	97
I am clear on my roles and responsibilities as a volunteer advocate.	4.46	98
Facility staff/Administrators are clear on the roles and responsibilities of the volunteer advocates.	3.91	96
Information (notices, memos, etc.) are always sent in a timely manner to the volunteer advocates.	4.44	95

Resident/Family Councils

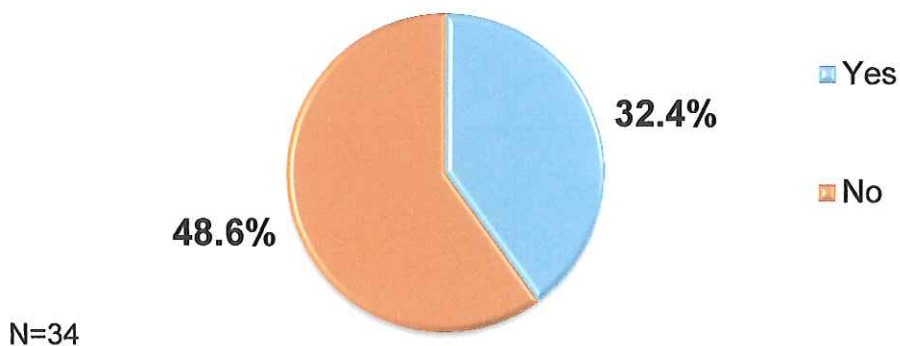
Several questions on the survey assessed the level of interaction with Resident and/or Family Councils within the facilities. The volunteers were asked if a Resident or Family Council exists and then were asked if they attend the Council meetings. The charts below reveal the responses.



Does your facility have a Family Council?



If yes, do you attend the Family Council meetings?



A noteworthy observation is in the number of individuals who responded to the Family Council question. A large number of volunteers did not answer the question. It is likely that they were unsure as to whether a Family Council exists or not. In future surveys, a “don’t know” response option might be worthwhile.

In addition to an open-ended comment field, this section also asked for specific feedback regarding how trainings could support Resident and

Family Councils. As with the other comments, this qualitative feedback is detailed in Appendix A.

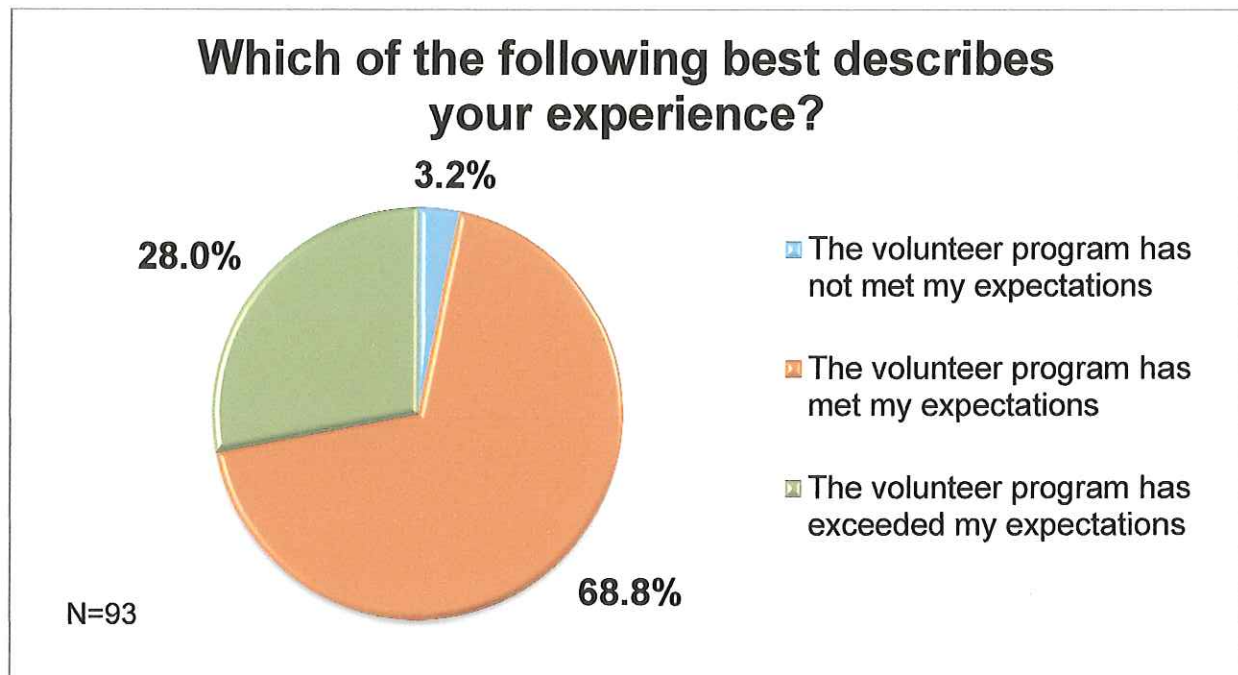
Overall Satisfaction

The final ratings on the survey gathered feedback on big-picture items such as the volunteer's overall satisfaction, passion toward the work and likelihood of recommending others to serve as an OOIE Volunteer Advocate. The average ratings are below.

Survey Item	Average Rating	Number of respondents
I am passionate about my work as a volunteer advocate.	4.47	92
I feel I make an impact in the facility.	4.33	91
I feel supported in my efforts within the facility.	4.09	91
I envision continuing as a volunteer advocate for some time.	4.25	92
Overall, I am satisfied with the volunteer advocate experience.	4.35	93
I would recommend others to the OOIE volunteer advocate program.	4.55	94

Overall, the OOIE Volunteer Advocates appear highly satisfied with their experience. They are very passionate about their work and are likely to

recommend the volunteer work to others. When asked where the volunteer program has met their expectations, the following results were obtained.



Closing Thoughts

In general, the Volunteer Advocates who participated in the survey appear quite satisfied with their OOIE experience. For the remaining 50% who did not complete the survey, their perceptions are unknown. However, it is likely that if they were highly dissatisfied and had an “axe to grind,” if you will, they would have taken the time to complete the survey and share their displeasure.